



CALL RECORDER

Record targeted call content that threatens or impacts your business.

SecureLogix®

The ETM® Call Recorder enables automated, policy-based recording of targeted calls of interest through the remotely managed ETM System.

The ability to selectively record various calls of interest is a priority for many organizations as they seek to deter phone-based criminal activity, audit organizational security policy adherence, document regulatory compliance, assure proper due diligence in responding to potential legal exposure, and monitor the integrity of certain business operations.

A trunk-side solution running on ETM® System TDM and analog appliances, the Call Recorder can record any call to or from a location where an ETM appliance is installed, including 911 calls, harassing callers, bomb threats, customer service calls, outbound voice calls on fax lines, etc. Deployment of the ETM System Call Recorder at the enterprise network edge enables an affordable approach to cover all enterprise phone extensions with content recording capabilities, saving thousands of dollars per extension when compared with more cost-prohibitive, station-side recording products. Central administration through the multi-application ETM System also lowers the total cost of ownership, providing unified recording across any mix of proprietary vendor switch types in your network.

With the surgical capabilities of the ETM Call Recorder, your organization only records the content of targeted calls of interest. The Call Recorder features a policy-based interface to specify the calls to be recorded based on their call characteristics, including direction, source and destination phone numbers, time of day, and call type. The application securely stores the calls in WAV file format for easy playback on third-party media players. Call recordings are immediately available from a remote web-based interface, allowing quick access to recorded content to secure and enhance business operations such as resolving disputes over customer service or revenue collection calls, and investigating bomb threats or harassing calls.

Affordable content recording across all phone extensions to discourage malicious callers, increase productivity, and manage legal risk.

PROBLEM

AFFORDABLE ENTERPRISE COVERAGE

HARASSING CALLS & BOMB THREATS

DATA LEAKAGE

LEGAL RISK & LIABILITY

COMPLIANCE

PRODUCTIVITY

INTERNAL SECURITY & ACCESSIBILITY

CALL RECORDER SOLUTION

Trunk-side solution sees all calls entering or leaving the enterprise location and can record any of them, including fax and modem calls.

Save thousands of dollars per phone station by deploying a trunk-side recording solution that replaces expensive station-side implementations. Total cost of ownership is reduced by adding a low-cost, add-on application to the ETM System.

Greatly reduce corporate expenses resulting from bomb threats and other forms of harassing and/or threatening calls by recording criminal calls as evidence for prosecution or reprimand.

ETM recording appliances with onboard file storage enable bulk recording and organizational security filtering processes; allowing organizations to identify and prevent bomb threats and other harassing calls across headquarter or distributed branch/retail locations.

Announcements can notify callers that conversations are being recorded, providing a strong deterrent for threatening or restricted voice activity, such as bomb threats.

Provide greater data leakage protection measures by recording content of suspect voice calls, data file transfers over modem Internet connections, and fax transmissions.

Reduce future corporate liability by recording outbound 911 emergency calls and other calls of interest.

Document compliance and due diligence, and reduce risk of regulatory fines and penalties by recording calls made to comply with regulatory requirements.

Record key operational and customer calls of interest to improve business operations. Record customer calls for quality assurance and to improve future service and training. Recorded call content can be used to resolve disputes over the content of previous customer service, revenue collection, or other key conversations and phone-base interactions.

A secure Web Portal application allows you to immediately access call recordings remotely from any web browser. Download only calls of particular interest for playback and analysis.

An optional Collection Server offers secure, centralized storage of all recordings to assure privacy controls are met, recorded calls are permanently retained, and recording data is handled appropriately based upon any established corporate policies. In-transit file compression minimizes the impact to WAN data traffic during daily operations.

Easy-to-configure, policy-driven recording tools with immediate content retrieval.

WEB-BASED CALL RECORDING ACCESS

A Web Portal provides easy, immediate remote access to call recordings. Advanced search features enable you to locate specific calls of interest. Listen to a sample prior to downloading to your local hard drive for playback and analysis.

WebETM - Call Recording - Microsoft Internet Explorer

Address: http://10.1.13.230:8080/webetm/callrecording/callrecording.faces

Home | Logout | Help | About

Call Recording Cache: [Search]

Call Start Time - From:

Call Start Time - To:

Optional Filters +

[Submit] [Reset]

	Call Direction	Start Time	End Time	Duration	Wav Size	Source	Destination	Call Type	Policy	Rule Number	Priority
	Outbound	2/05/07 8:00 AM	2/05/07 8:01 AM	0:00:55	417.06 KB	+1(210)4029669	+1(210)5239308	Voice OutboundInt.		1	2
	Outbound	2/05/07 8:07 AM	2/05/07 8:57 AM	0:50:54	13.38 MB	+1(210)4029669	+1(210)5239198	Voice OutboundInt.		1	2
	Outbound	2/05/07 4:00 PM	2/05/07 4:01 PM	0:01:01	466.25 KB	+1(210)4029669	+1(210)5239114	Voice OutboundInt.		1	2
	Outbound	2/05/07 5:00 PM	2/05/07 5:05 PM	0:05:56	3.31 MB	+1(210)4029669	+1(210)5239126	Voice OutboundInt.		1	2
	Outbound	2/05/07 6:00 PM	2/05/07 6:01 PM	0:01:01	464.56 KB	+1(210)4029669	+1(210)5239121	Voice OutboundInt.		1	2
	Outbound	2/06/07 8:00 AM	2/06/07 8:01 AM	0:00:58	441.62 KB	+1(210)4029669	+1(210)5239125	Voice OutboundInt.		1	2
	Outbound	2/06/07 9:00 AM	2/06/07 9:01 AM	0:01:01	464.94 KB	+1(210)4029669	+1(210)5239111	Voice OutboundInt.		1	2
	Outbound	2/06/07 9:46 AM	2/06/07 9:57 AM	0:11:01	465.19 KB	+1(210)4029669	+1(210)5239118	Voice OutboundInt.		1	2
	Outbound	2/06/07 8:00 PM	2/06/07 8:01 PM	1:21:00	29.88 MB	+1(210)4029669	+1(210)5239119	Voice OutboundInt.		1	2
	Outbound	2/06/07 7:00 PM	2/06/07 9:01 PM	2:01:01	65.75 MB	+1(210)4029669	+1(210)5239103	Voice OutboundInt.		1	2

Recording Policy - Targeted Recording

Rules | Attributes | Info

No.	Call Direction	Source	Destination	Call Type	Time	Action	Priority	Comments
1	Inbound	Custom...	Any	Any	Any	Record	Medium	Customer Support QA
2	Inbound	Any	Any	Modem	Any	Record	Medium	Monitor inbound modem calls
3	Inbound	Suspect ...	Call Center	Any	Any	Record	Medium	Capture social engineering calls

EXAMPLE CALLS OF INTEREST TO RECORD

- 911 emergency calls
- Inbound or outbound harassing calls
- Bomb threats
- Social engineering calls
- Known voice spam
- Customer service & support calls
- Inbound or outbound sales prospecting
- Calls to/by a targeted employee
- Key conference calls for archiving
- General security auditing
- LD voice calls on fax lines
- After-hours International calls
- Calls to/from restricted parties

T1 Span Configuration: Dallas T1-104-1

General | Preferences | Firewall | Telephony | Channel Map | T1 Setup | Recording

☒ Enable Call Recording

Call Recording Cache IP Address: [Modify]

Call Recording Cache Port:

Maximum Individual Recording Length:

Channel Level Recording Details

Channel	Record Inbound	Record Outbound
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[OK] [Cancel] [Remove] [Import...] [Help]

GRANULAR PER-CHANNEL CONFIGURATION

Per-channel configuration provides granular control over the channels on which calls are to be recorded by the recording policy. Specify whether inbound and outbound calls can be recorded on each channel.

Policy based recording provides automated and surgical collection of only the targeted content of interest to your organization.

FEATURE	FUNCTIONALITY
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Policy Based Recording	Policies are constructed of individual rules through an easy-to-use graphical user interface similar to those in industry-standard IP-firewalls. Policies specify exactly which calls are to be recorded—no manual intervention required.
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Restricted Access Control	Voice calls are highly sensitive in nature. The application requires a user-ID/password and specific recording permissions to be able to view or edit recording policies or access call recordings.
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Remote Administration & Management	Distributed enterprises can build and install recording policies remotely and access recorded calls through a secure web-based interface. Optionally, recordings can be securely transferred (via 3DES encryption) over a data network to a centralized collection server. No onsite support required.
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WAV File Format Output	Recordings are stored in a standard WAV file format for ease of playback on any number of third party desktop applications.
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Two Deployment Options	Dedicated caching appliances can store call recordings captured by multiple analog and digital spans. Alternatively, selected ETM appliance models support distributed, onboard file storage, with no needed support from dedicated caching appliances. Call recordings stored on the appliances can be accessed via a secure ETM web portal. Optionally, captured recordings can be sent to a collection server for offsite storage and review.
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Other ETM Applications

Voice Firewall
Usage Manager
Performance Manager
Voice IPS